

**Qwest**

607 14th Street, NW, Suite 950
Washington, DC 20005
Phone 202-429-3121
Fax 202-293-0561

Cronan O'Connell

Vice President-Federal Regulatory

May 2, 2005

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W., TW B-204
Washington, DC 20554

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase 1, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the Federal Communications Commission's ("Commission") *Orders*¹ concerning Qwest Communications International Inc.'s ("Qwest") Open Network Architecture ("ONA") Plans, Qwest hereby submits its ONA Nondiscrimination Report for the first quarter of 2005. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the Commission in its *MO&O on Reconsideration*, Appendix B.

This report also includes the categories of Public Access Lines in accordance with the *Report and Order* implementing Section 276 of the Telecommunications Act of 1996.

Qwest is filing this report via the Commission's Electronic Comment Filing System in the above-mentioned proceedings.

Please contact me if you have any questions.

Sincerely,

/s/ Cronan O'Connell

cc: Ms. Janice Myles (via e-mail at janice.myles@fcc.gov)

Attachment

¹ See *In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order*, 5 FCC Rcd. 3103 (1990) and *Memorandum Opinion and Order on Reconsideration*, 5 FCC Rcd. 3084 (1990) ("*MO&O on Reconsideration*"). Also see, *In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, Report and Order*, 11 FCC Rcd. 20541 (1996) ("*Report and Order*"), vacated in part, *Illinois Pub. Telecom Assoc. v. FCC*, 123 F.3d 693 (D.C. Cir. 1997).

Quarterly ONA Installation Detail Report
Qwest
1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Orders	159957	Average Interval	121178	Average Interval
Due Dates Missed	1357	(In Days)	1627	(In Days)
% Due Dates Missed	0.85%	4	1.34%	4
		0		0
A2 - PBX				
Total Orders	727	Average Interval	6465	Average Interval
Due Dates Missed	13	(In Days)	132	(In Days)
% Due Dates Missed	1.79%	9	2.04%	8
		0		0
A3 - Centrex				
Total Orders	10509	Average Interval	19228	Average Interval
Due Dates Missed	134	(In Days)	225	(In Days)
% Due Dates Missed	1.28%	4	1.17%	4
		0		0
A4 - WATS				
Total Orders	97	Average Interval	1067	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	3	0.37%	3
		0		0
A5 - Mobile				
Total Orders	1	Average Interval	3	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	4	0.00%	2
		0		0
A6 - Feature Group A				
Total Orders	1	Average Interval	49	Average Interval
Due Dates Missed	0	(In Days)	9	(In Days)
% Due Dates Missed	0.00%	3	18.37%	8
		0		4
A7 - Foreign Exchange				
Total Orders	103	Average Interval	299	Average Interval
Due Dates Missed	2	(In Days)	5	(In Days)
% Due Dates Missed	1.94%	2	1.67%	3
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Orders	0	Average Interval	54	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	No Activity	0	7.41%	15
		0		9
B2 - Feature Group D				
Total Orders	0	Average Interval	1508	Average Interval
Due Dates Missed	0	(In Days)	40	(In Days)
% Due Dates Missed	No Activity	0	2.65%	18
		0		10
B3 - DID				
Total Orders	217	Average Interval	4158	Average Interval
Due Dates Missed	51	(In Days)	806	(In Days)
% Due Dates Missed	23.50%	15	19.38%	16
		0		4

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Orders	6	Average Interval	40	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	0.00%	11	2.50%	8
		5		1
C2 - Packet Synchronous Access				
Total Orders	17	Average Interval	5971	Average Interval
Due Dates Missed	7	(In Days)	361	(In Days)
% Due Dates Missed	41.18%	17	6.05%	11
		1		6
C3 - Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Orders	3	Average Interval	61	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	0.00%	2	3.28%	5
		0		0
D2 - Protective Relay				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
D3 - Control Circuit				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1 - Telegraph 75 Baud				
Total Orders	3	Average Interval	30	Average Interval
Due Dates Missed	3	(In Days)	1	(In Days)
% Due Dates Missed	100.00%	18	3.33%	8
		10		0
E2 - Telegraph 150 Baud				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
1 QTR 2005

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Orders	0	Average Interval	22	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	4
		0		4
F2 - Voice, Switched Line				
Total Orders	5	Average Interval	643	Average Interval
Due Dates Missed	1	(In Days)	111	(In Days)
% Due Dates Missed	20.00%	4	17.26%	12
		0		3
F3 - Voice, Switched Trunk				
Total Orders	0	Average Interval	1646	Average Interval
Due Dates Missed	0	(In Days)	67	(In Days)
% Due Dates Missed	No Activity	0	4.07%	13
		0		6
F4 - Voice and Tone, Radio Land Line				
Total Orders	0	Average Interval	4	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	8
		0		0
F5 - Data, Low Speed				
Total Orders	0	Average Interval	11	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	6
		0		5
F6 - Basic Data and Voice				
Total Orders	1	Average Interval	638	Average Interval
Due Dates Missed	1	(In Days)	70	(In Days)
% Due Dates Missed	100.00%	12	10.97%	11
		0		3
F7 - Voice/Data PSN Access Tie Trunk				
Total Orders	0	Average Interval	83	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	0	2.41%	9
		0		5
F8 - Voice/Data SSN Access				
Total Orders	0	Average Interval	168	Average Interval
Due Dates Missed	0	(In Days)	9	(In Days)
% Due Dates Missed	No Activity	0	5.36%	20
		0		1
F9 - Voice/Data SSN Intermachine Trunk				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
F10 - Data Extension, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
F11 - Voice Grade Telephoto and Facsimile				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)

% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F12 - Protective Relay, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2005

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
G1 - Program Audio, 200-3500 Hz					
Total Orders	0	Average Interval	6	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	4	
		0		0	
G2 - Program Audio, 100-5000 Hz					
Total Orders	0	Average Interval	1	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	2	
		0		0	
G3 - Program Audio, 50-8000 Hz					
Total Orders	8	Average Interval	16	Average Interval	
Due Dates Missed	3	(In Days)	5	(In Days)	
% Due Dates Missed	37.50%	17	31.25%	8	
		0		0	
G4 - Program Audio, 50-15000 Hz					
Total Orders	1	Average Interval	10	Average Interval	
Due Dates Missed	0	(In Days)	5	(In Days)	
% Due Dates Missed	0.00%	5	50.00%	19	
		0		5	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
1 QTR 2005

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
H1 - TV Channel 1 Way 15 kHz Audio					
Total Orders	0	Average Interval	54	Average Interval	
Due Dates Missed	0	(In Days)	11	(In Days)	
% Due Dates Missed	No Activity	0	20.37%	17	
		0		3	
H2 - TV Channel 1 Way 5 kHz Audio					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Orders	0	Average Interval	58	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	No Activity	0	6.90%	7
		0		0
I2 - Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	46	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	2.17%	4
		0		0
I3 - Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
I4 - Digital Data, 9.6 kbps				
Total Orders	0	Average Interval	121	Average Interval
Due Dates Missed	0	(In Days)	10	(In Days)
% Due Dates Missed	No Activity	0	8.26%	8
		0		4
I5 - Digital Data, 56 kbps				
Total Orders	1	Average Interval	26	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	0.00%	18	19.23%	7
		0		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Orders	148	Average Interval	42951	Average Interval
Due Dates Missed	19	(In Days)	3340	(In Days)
% Due Dates Missed	12.84%	13	7.78%	13
		0		5

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2005

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
K1 - Dedicated Hicap Digital, 3.152 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K2 - Dedicated Hicap Digital, 6.312 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K3 - Dedicated Hicap Digital, 44.736 mbps					
Total Orders	4	Average Interval	3080	Average Interval	
Due Dates Missed	3	(In Days)	542	(In Days)	
% Due Dates Missed	75.00%	16	17.60%	16	
		0		7	
K4 - Dedicated Hicap Digital, >45 mbps					
Total Orders	14	Average Interval	903	Average Interval	
Due Dates Missed	1	(In Days)	66	(In Days)	
% Due Dates Missed	7.14%	6	7.31%	9	
		0		2	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1 - Smart PAL				
Total Orders	529	Average Interval	10	Average Interval
Due Dates Missed	21	(In Days)	0	(In Days)
% Due Dates Missed	3.97%	8	0.00%	6
		0		0
L2 - Basic PAL				
Total Orders	250	Average Interval	603	Average Interval
Due Dates Missed	2	(In Days)	14	(In Days)
% Due Dates Missed	0.80%	10	2.32%	5
		1		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Tickets	50		65	
Average Interval in Hrs/Mns	2	46	2	16
A2 - PBX				
Total Tickets	49		386	
Average Interval in Hrs/Mns	3	16	2	29
A3 - Centrex				
Total Tickets	50		62	
Average Interval in Hrs/Mns	2	52	2	40
A4 - WATS				
Total Tickets	0		3	
Average Interval in Hrs/Mns	No Activity		2	32
A5 - Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
A6 - Feature Group A				
Total Tickets	0		27	
Average Interval in Hrs/Mns	No Activity		1	49
A7 - Foreign Exchange				
Total Tickets	41		102	
Average Interval in Hrs/Mns	2	33	3	2

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Tickets		0	4	
Average Interval in Hrs/Mns	No Activity		1	10
B2 - Feature Group D				
Total Tickets		0	180	
Average Interval in Hrs/Mns	No Activity		1	0
B3 - DID				
Total Tickets		34	432	
Average Interval in Hrs/Mns		2 44	2	54

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2005

		<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
C1 - Packet DDD Line						
Total Tickets		0			10	
Average Interval in Hrs/Mns	No Activity				1	9
C2 - Packet Synchronous Access						
Total Tickets		1			54	
Average Interval in Hrs/Mns		0	31		1	31
C3 - Packet Asynchronous Access						
Total Tickets		0			0	
Average Interval in Hrs/Mns	No Activity				No Activity	

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
D1 - Protective Alarm			
Total Tickets	0	22	
Average Interval in Hrs/Mns	No Activity	2	36
D2 - Protective Relay			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
D3 - Control Circuit			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Report
Qwest
1 QTR 2005

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	0	2
Average Interval in Hrs/Mns	No Activity	7 5

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Tickets	1		21	
Average Interval in Hrs/Mns	0	1	3	37
F2 - Voice, Switched Line				
Total Tickets	213		1066	
Average Interval in Hrs/Mns	3	9	3	38
F3 - Voice, Switched Trunk				
Total Tickets	115		703	
Average Interval in Hrs/Mns	2	14	2	4
F4 - Voice and Tone, Radio Land Line				
Total Tickets	1		45	
Average Interval in Hrs/Mns	1	13	3	11
F5 - Data, Low Speed				
Total Tickets	1		66	
Average Interval in Hrs/Mns	3	31	3	28
F6 - Basic Data and Voice				
Total Tickets	19		1907	
Average Interval in Hrs/Mns	2	5	2	20
F7 - Voice/Data PSN Access Tie Trunk				
Total Tickets	0		92	
Average Interval in Hrs/Mns	No Activity		1	29
F8 - Voice/Data SSN Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F9 - Voice/Data SSN Intermachine Trunk				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F10 - Data Extension, Voice Grade				
Total Tickets	1		12	
Average Interval in Hrs/Mns	2	21	1	47
F11 - Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F12 - Protective Relay, Voice Grade				
Total Tickets	0		2	
Average Interval in Hrs/Mns	No Activity		15	57

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1 - Program Audio, 200-3500 Hz				
Total Tickets	0		3	
Average Interval in Hrs/Mns	No Activity		0	33
G2 - Program Audio, 100-5000 Hz				
Total Tickets	3		1	
Average Interval in Hrs/Mns	1	43	18	37
G3 - Program Audio, 50-8000 Hz				
Total Tickets	4		28	
Average Interval in Hrs/Mns	2	15	1	50
G4 - Program Audio, 50-15000 Hz				
Total Tickets	1		13	
Average Interval in Hrs/Mns	5	3	4	55

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio			
Total Tickets	0	28	
Average Interval in Hrs/Mns	No Activity	2	11
H2 - TV Channel 1 Way 5 kHz Audio			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Report
Qwest
1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Tickets	0		16	
Average Interval in Hrs/Mns	No Activity		1	42
I2 - Digital Data, 2.4 kbps				
Total Tickets	0		29	
Average Interval in Hrs/Mns	No Activity		1	38
I3 - Digital Data, 4.8 kbps				
Total Tickets	0		3	
Average Interval in Hrs/Mns	No Activity		1	44
I4 - Digital Data, 9.6 kbps				
Total Tickets	0		85	
Average Interval in Hrs/Mns	No Activity		2	39
I5 - Digital Data, 56 kbps				
Total Tickets	6		2082	
Average Interval in Hrs/Mns	2	19	2	17

Quarterly ONA Maintenance Report
Qwest
1 QTR 2005

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
J1 - Dedicated Hicap Digital, 1.544 mbps			
Total Tickets	200		12226
Average Interval in Hrs/Mns	3	15	3

Quarterly ONA Maintenance Report
Qwest
 1 QTR 2005

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
K1 - Dedicated Hicap Digital, 3.152 mbps					
Total Tickets	0		0		
Average Interval in Hrs/Mns	No Activity		No Activity		
K2 - Dedicated Hicap Digital, 6.312 mbps					
Total Tickets	0		0		
Average Interval in Hrs/Mns	No Activity		No Activity		
K3 - Dedicated Hicap Digital, 44.736 mbps					
Total Tickets	1		331		
Average Interval in Hrs/Mns	3	28	1	28	
K4 - Dedicated Hicap Digital, >45 mbps					
Total Tickets	580		237		
Average Interval in Hrs/Mns	8	0	8	9	

Quarterly ONA Maintenance Report
Qwest
1 QTR 2005

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
L1 - Smart PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	22069	26659
Average Interval in Hrs/Mns	13:46:00	14:33:00
Due Dates Missed	1987	2404
% Due Dates Missed	9.00%	9.02%
A2 - PBX		
Total Tickets	111	718
Average Interval in Hrs/Mns	19:44:00	14:38:00
Due Dates Missed	20	86
% Due Dates Missed	18.02%	11.98%
A3 - Centrex		
Total Tickets	3351	5434
Average Interval in Hrs/Mns	14:55:00	14:41:00
Due Dates Missed	367	536
% Due Dates Missed	10.95%	9.86%
A4 - WATS		
Total Tickets	0	1
Average Interval in Hrs/Mns	No Activity	2:14:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A5 - Mobile		
Total Tickets	0	5
Average Interval in Hrs/Mns	No Activity	24:48:00
Due Dates Missed	0	2
% Due Dates Missed	0.00%	40.00%
A6 - Feature Group A		
Total Tickets	0	8
Average Interval in Hrs/Mns	No Activity	31:24:00
Due Dates Missed	0	3
% Due Dates Missed	0.00%	37.50%
A7 - Foreign Exchange		
Total Tickets	58	174
Average Interval in Hrs/Mns	16:00:00	15:47:00
Due Dates Missed	5	16
% Due Dates Missed	8.62%	9.20%

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
 1 QTR 2005

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
E2 - Telegraph 150 Baud		
Total Tickets	0	46
Average Interval in Hrs/Mns	No Activity	17:15:00
Due Dates Missed	0	9
% Due Dates Missed	0.00%	19.57%
